Programming
and user guide

CareAssist
68100/01

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All the reassurance you need Tunstall

Introduction

CareAssist is designed to support local carers to deliver high quality, non-intrusive care. It is extremely easy to use, portable device that provides carers working or living onsite with a means to receive instant alerts from Tunstall's range of telecare sensors.

As a result, onsite carers can be quickly made aware of any incidents allowing them to provide a high level of care whilst maximising their efficiency. It provides a very cost effective telecare solution whilst avoiding the need for a telephone line or monitoring centre service which is often not required when full time (24 hour) care is being provided.

The CareAssist has a radio range in free space of up to 200m and has a battery life of up to 12 hours (depending on usage).

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What's in the box

CareAssist

Antenna	Belt clip and screw
Charger	**User Guide**

Key features

The CareAssist is designed to be extremely easy to use and understand. It includes the following features:

Multiple alert modes – the unit can alert the carer using audible alerts, on screen message and a vibration mode. The audible alerts and vibration mode can be turned off if necessary.

Date and time – providing that the time has been set, the current time will be shown on the screen. The set date and time will also be used to log the alarm history in the CareAssist's memory.

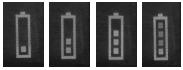
Keypad lock – if the keypad is not pressed for 30 seconds, the keypad will be locked and a key symbol will be displayed on the screen.

View and download alarm history – the alarm history including the time the alarm was received and the time it was acknowledged (cleared) is held on the unit's memory and can be viewed on the screen or downloaded to a PC.

Flexible monitoring period – when using a Universal Sensor (only when set to send 'Door', 'PES Wander', 'Bed Absence' and 'PIR Standard' radio messages) or PIR movement sensor, the CareAssist provides the ability to only alert the carer to trigger activations during a specified period of time each day. For example, to only receive activation alerts from a bedroom door during the night. The date and time must be set in the unit for this feature to operate.

Pager compatible – the CareAssist has a pager output port that enables alarm messages to be sent to pagers worn by carers (this requires additional products see accessories on page 22 for more details).

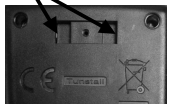
Display symbols

Symbol	Meaning	Description
	Battery indicator	1 bar = 25% charged 2 bars = 50% charged 3 bars = 75% charged 4 bars = 100%charged
flashing	Low battery	Battery should be charged
	Keypad locked	Press and hold select key to unlock keypad
	Time	
	Silent mode	Audible alerts disabled
	Down arrow	Press down key to scroll to next menu item
	Up arrow	Press up key to scroll to next menu item
	Right arrow	Press right key to scroll to next menu item
	Left Arrow	Press left key to scroll to next menu item

How to set up for the first time

To set up the CareAssist follow the below steps:

1. If the CareAssist is to be used as a portable device, attach the belt clip to the back of the CareAssist and then fit the screw to permanently fix it in place.

A – Back of the CareAssist with the belt clip fixing points 	B – Squeeze the top of the belt clip and fit in to the fixing points
C – Fit the screw to permanently fix the belt clip	D – Belt clip is now fixed

2. Connect the CareAssist to the USB charger provided then plug it into a mains power socket and charge for an initial period of 24 hours.
3. It is now advisable to perform a range test around the building in which the CareAssist will be deployed to ensure it provides sufficient coverage (see Radio Walk Test on page 16 for details).
4. The antenna can be screwed into the antenna port to improve the radio range of the unit. The Antenna does not have to be used where the radio coverage is sufficient.

You are now ready to program the CareAssist.

How to program

In order to program the CareAssist you first of all need to enter programming mode.

Entering programming mode

To enter programming mode, ensure the keypad is unlocked then press and hold the select key until the unit beeps.

If the keypad is locked (
displayed), press and hold the select key to unlock it, then press and hold the select key again to enter programming mode.

The CareAssist will then display the first item (Add Trigger) in the programming menu.

NOTE: The word 'Trigger' refers to any 869MHz radio trigger or telecare sensor. Programming mode will automatically time out if the keypad is not pressed for a 60 second period.

Exiting programming mode

To exit programming mode, press the up/down keys to 'Exit' then press select. The CareAssist will return to its normal mode.

NOTE: Unless the unit is in 'Walk Test' mode, programming mode will automatically be exited if an alarm is received.

Adding a trigger

Step 1 - In programming mode, use the up/down keys to display 'Add Trigger' then press the select key.

Step 2 - The CareAssist will then display 'Please Press Trigger'.

Then activate the trigger/sensor that is required to be added.

Step 3 – The radio trigger's ID number will then be displayed. Check the radio trigger ID displayed matches the ID on the small label on the trigger/sensor (see below).

The Trigger ID is a 6 digit number normally displayed in the top right of product labels.

Step 4 – If the Trigger ID matches, press select. If the ID doesn't match then more than one trigger may have been received. In this case, use the down key to display the correct ID, then press select.

Step 5 – You must then assign a location to the trigger. Use the up/down key to scroll to the required location then press select. If Custom Locations have been programmed, they will be displayed before the default locations.

Step 5a *– When adding a Universal Sensor (only when set to send 'Door', 'PES Wander', 'Bed Absence' and 'PIR Standard' radio messages) or PIR movement sensor, the CareAssist provides the ability to only alert the carer to trigger activations during a specified period of time each day e.g. at night. In this case, the unit will ask you to set the 'Monitoring period'. You can then select either:*

24 Hour *- the unit will monitor trigger activations 24 hours a day.*
Configure *– the unit will ask you to input a start/end time and will only generate alerts for trigger activations received during this period.*

The date and time must be set correctly in the unit for this feature.

Step 6 – A confirmation tone will be emitted after successfully adding the trigger.

NOTE: If a location is not assigned the trigger will not be added to the CareAssist.

Removing a trigger

IMPORTANT: Removing triggers may affect the events held in the memory of the CareAssist. Therefore before removing triggers it is advisable to download any history you wish to keep (see Alarm History section).

Step 1 - In programming mode, use the up/down keys to display 'Remove Trigger' then press the select key.

Step 2 – Scroll to or activate the trigger you wish to delete. When the correct trigger ID is displayed, press select.

Step 3 – Confirm that you wish to remove the trigger and a confirmation beep will be emitted.

Step 4 – To exit, press the down arrow key until the word 'Exit' is displayed then press select.

Editing a trigger

IMPORTANT: Editing triggers may affect the events held in the memory of the CareAssist. Therefore before editing triggers it is advisable to download any history you wish to keep (see Alarm History section).

Editing a trigger enables you to change the location assigned to a trigger.

Step 1 - In programming mode, use the up/down keys to display 'Edit Trigger' then press the select key.

Step 2 – Scroll to or activate the trigger you wish to edit. When the correct trigger ID is displayed, press select.

Step 3 – Then scroll to a new location and press select to confirm the change. A confirmation beep will be emitted.

Step 3a *– When editing a Universal Sensor (only when set to send 'Door', 'PES Wander', 'Bed Absence' and 'PIR Standard' radio messages) or a PIR movement sensor, the CareAssist provides the ability to only alert the carer to trigger activations during a specified period of time each day e.g. at night. In this case, the unit will ask you to set the 'Monitoring period'. You can then select either:*

24 Hour *- the unit will monitor trigger activations 24 hours a day.*

Configure *– the unit will ask you to input a start/end time and will only generate alerts for trigger activations received during this period.*

The date and time must be set correctly in the unit for this feature.

Step 4 – To exit, press the down arrow key until the word 'Exit' is displayed then press select.

Viewing Triggers

By selecting 'View triggers' you can easily view all the triggers that are currently programmed to the CareAssist. This includes the Trigger ID and type. By pressing and holding the right key you can also temporarily view the location assigned to the highlighted trigger.

To exit, press the down arrow key until the word 'Exit' is displayed then press select.

Locations

Whilst all triggers and telecare sensors have a list of pre-programmed locations available to choose from you can personalise the CareAssist by adding custom locations. The custom location replaces the location information that is presented during an alarm call. Custom locations can be used to display a resident's name or, where it is important to have a location; both the resident's name and a location could be added. Where both a resident's name and location is required, a custom location for each of the resident's rooms will need to be added.

For example.

Custom location 1 – Deborah's living room

Custom location 2 – Deborah's bedroom

In multiple person complexes it may be more appropriate to just display the person to whom the trigger is associated.

For example;

Custom location 1 – Deborah

Custom location 2 – Helen

Adding a Location

Step 1 - In programming mode, use the up/down keys to display ‘Add Location’ then press the select key.

Step 2 – To edit the location text, press the up/down keys to scroll to the letter/symbol you wish to use then press the left/right keys to move to the next space.

Step 3 – Press select when you have completed the custom location text and a confirmation beep will be emitted.

Removing a Location

IMPORTANT: Removing locations may affect the events held in the memory of the CareAssist. Therefore before removing locations it is advisable to download any history you wish to keep.

Step 1 - In programming mode, use the up/down keys to display ‘Remove Location’ then press the select key.

Step 2 – Scroll to the location you wish to delete. When the correct location is displayed, press select.

Step 3 – Confirm that you wish to remove the location by highlighting ‘yes’ and pressing select, a confirmation beep will be emitted.

Editing a Location

IMPORTANT: Editing locations may affect the events held in the memory of the CareAssist. Therefore before editing locations it is advisable to download any history you wish to keep.

Step 1 - In programming mode, use the up/down keys to display 'Edit Location' then press the select key.

Step 2 – Scroll to the location you wish to edit. When the correct location is displayed, press select.

Step 3 – To edit the location text, press the up/down keys to scroll to the letter/symbol you wish to use then press the left/right keys to move to the next space.

Step 4 – Confirm that you wish to save the changes by highlighting 'yes' and pressing select, a confirmation beep will be emitted.

Setting Time and Date

IMPORTANT: The date and time must be set correctly on the CareAssist as the time and date is logged in the unit's history. If the CareAssist battery runs out and is not recharged the Time and Date should be checked to ensure it hasn't reset.

Step 1 - In programming mode, use the up/down keys to display 'Set Time/Date' then press the select key.

Step 2 – Press up/down keys to display either 'Time' or 'Date' then press select.

Step 3 – To edit the time/date, press the up/down keys to change the number and the left/right keys to move to the hours/minutes/day/month/year.

Step 4 – Press select when the correct time/date is displayed, a confirmation beep will be emitted.

To exit the Time/Date menu, use the up/down keys to display 'Back' then press select.

Changing Settings

In programming mode, use the up/down keys to display 'Settings' then press the select key. You will now be presented with the settings menu.

To exit the settings menu, use the up/down keys to display 'Back' then press select.

Alerts

The alerts menu item enables you to configure how the unit should alert you when an alarm is received.

Use the up/down keys to display 'Alerts' then press select. Then follow the on screen instructions to:

- Enable/Disable Audible Alerts
- Set Alert Volume Level – High or Low
- Enable/Disable the Vibration mode

Highlight 'Yes/No' then press select to confirm each alert setting.

Radio Walk Test

IMPORTANT: Genuine alarm calls will only display as a range test when the CareAssist is in Walk Test mode and will not be registered in the unit's history.

This feature allows you to test the radio range around the building by continually activating triggers and receiving audible alerts to verify the radio transmission has been received.

To enter walk test mode, enter programming mode by holding down select then press select when 'Radio Walk Test' is displayed. Then activate the trigger/sensor at different points in the building to assess the radio performance/range within the building.

Walk test mode can be exited by pressing the select key at any time alternatively, Walk Test mode will time out after a period of inactivity.

In Walk Test mode, Audible alerts will only be emitted if the trigger is already programmed into the CareAssist. Triggers not programmed into the unit will just display their trigger type and ID number on the screen.

NOTE: The range of the unit is up to 200m (line of sight) however the overall radio performance in buildings is dependant upon a number of conditions including the building type, wall thicknesses, insulation type etc.

Service Menu

This menu provides access to Pager settings, Radio Diagnostics, Battery Status, Software Version Info, Restore Defaults and a complete unit Shutdown. It is only accessible by authorised individuals.

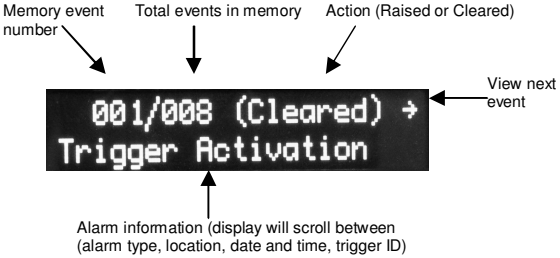
Alarm History

IMPORTANT: The history is altered when triggers/locations are edited and deleted therefore it is advisable to download the unit's history before performing these tasks. The Time/Date must be set correctly to use this feature.

The history of alarms received and acknowledged (cleared) is held in the unit's memory. The memory has a capacity to hold the last 256 events. The history can be viewed locally (on the CareAssist screen) or can be downloaded to a PC.

View Locally

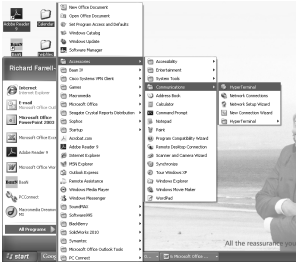
After entering Alarm History, press select when the screen displays 'View Locally', the CareAssist will then display the history held on its memory in the following format.


Memory event number
Total events in memory
Action (Raised or Cleared)
View next event
001/008 (Cleared) →
Trigger Activation
Alarm information (display will scroll between (alarm type, location, date and time, trigger ID)

Send to PC

The unit's history can be downloaded to a PC using HyperTerminal which is a program available on standard Windows based PCs. The program is also available from **www.hilgraeve.com** and free versions are also available from many other websites.

Step 1 – Connect the CareAssist to your PC using the PC download lead (see accessories) and a USB to RS232 adaptor (if required).

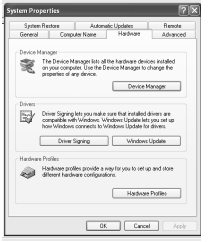


Step 2 – Go to the 'Start' menu on your PC, and select the following go to the following folder 'All Programs / Accessories / Communications', then click on HyperTerminal.

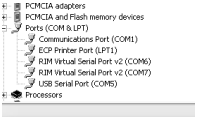
Step 3 – Create a new connection by typing in the name 'CareAssist' and clicking OK.

Step 4 – on the Connect to screen, change the 'Connect using' drop down box to the correct COM port then click OK. To establish which COM port your PC is using.

a. Open your PC's System Properties and select the Hardware tab, then click Device Manager


System Properties
System Restore
Automatic Updates
Remote
General
Computer Name
Hardware
Advanced
Device Manager
The Device Manager lists all the hardware devices installed on your computer. Use the Device Manager to change the properties of any device.
Device Manager
Drivers
Driver Signing lets you make sure that installed drivers are compatible with Windows. Windows Update lets you set up how Windows connects to Windows Update for drivers.
Driver Signing
Windows Update
Hardware Profiles
Hardware profiles provide a way for you to set up and store different hardware configurations.
Hardware Profiles
OK
Cancel
Apply

b. Scroll down to Ports (COM & LPT) and click on the + symbol, then see which COM port is being used (example COM5 is the port being used for the USB adapter cable). You can then close the device manager.



Step 5 – Ensure the COM port properties are set correctly (see below) then click OK

Bits per second -	9600
Data bits -	8
Parity -	None
Stop bits -	1
Flow control -	None

Step 6 – In the HyperTerminal menu select Transfer, then either ‘Capture Text’ (saves as a text file) or ‘Capture to Printer’ (prints the history) and select the appropriate file/printer.

Step 7 – Go to CareAssist programming menu by holding down the select key. Scroll down to ‘Alarm History’ then press select. Scroll to ‘Send To PC’ then press select and the history will be transferred into HyperTerminal.

Step 8 – Exit HyperTerminal and when asked ‘Do you want to save the connection named “CareAssist”?’, click yes.

Step 9 – the next time you open HyperTerminal, you can directly open the previously saved CareAssist setup to avoid needing to carry outs steps 2-5. The CareAssist setting can be opened by going to ‘Start / All Programs / Accessories / Communications / HyperTerminal’ then click on CareAssist.

Switch Off

Pressing select when ‘Switch Off’ is displayed will turn off the CareAssist unit. No alarm calls will be received when the unit is switched off.

The unit can be turned on again by pressing and holding the select key.

How to manage alarms

To generate an alarm, activate a trigger that has been programmed to the CareAssist. The unit will enter alarm mode and the display will alternate between the activation type and the location of the trigger. The CareAssist will also beep and vibrate according to the alert settings (see alert settings).

Activation type

Location

Additional information including the time the alarm was received and the trigger ID can also be accessed by pressing the down key.

Acknowledging an alarm call

When an alarm call is received, it can be acknowledged (cleared) by pressing select. Then press the right arrow key to highlight yes and press select again.

The call will then be cleared and the call information stored in the CareAssist's memory (see alarm memory).

Managing multiple alarm calls

If multiple alarms are received, then it is possible to scroll to other alarms in the queue by using the left/rights keys.

NOTE: The CareAssist supports up to 20 concurrent alarm calls.

Battery Information

The unit contains a Lithium ION rechargeable battery. Before using for the first time, the unit should be charged for a full 24 hour period in order to fully charge the battery.

During normal usage the battery will last up to 12 hours. Whenever the unit is discharged it is advisable to charge the unit for 2 hours in order to return the battery to full charge.

To preserve battery power, the CareAssist screen will go blank after 50 seconds if the keypad is unlocked and after 15 seconds if the keypad is locked.

The CareAssist should be disposed of according to current local regulations.

The battery can be changed by removing the battery cover

Accessories

The following accessories are available from Tunstall:

Accessory	**Part Number**
PC download lead (RS232)	D6705015A
RS232 to USB converter	S8502004
Replacement battery	S1004037
Belt clip	D6702098A
Antenna	S2005018
Micro USB charger	XD6706011A
For connecting to a pager system	
Pager	9000/69A
Pager Transmitter	9000/61A
Pager Transmitter Connection lead (Connects CareAssist to the Transmitter)	D6705015A

Notices

Please refer to www.tunstallhealth.com for information regarding the statutory approvals and notices for this product.

Declaration of conformity

We, Tunstall declare that this telecare equipment is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive 1999/5/EC.

Technical Details

Size:	128 x 73 x 22mm (L x W x D)
Weight:	148g
Radio Frequency:	869.2125MHz
Radio Range:	Up to 200 metres (line of sight)
Battery backup time:	Up to 12 hours
Battery charge time:	Up to 2 hours
Programmable sensors:	Up to 128
Number of locations/users:	139 locations (inc 64 custom locations)
Memory capacity:	Last 256 events
Warranty:	2 years return to base

Tunstall

www.tunstallhealth.com

Our policy of continual development means that product specification and appearance may change without notice.

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